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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
McConnell et al.) Examiner: **Borissov, Igor N.**
)
Serial No.: **10/645,917**) Art Unit: **3629**
)
Filed: **August 20, 2003**) Confirmation No. **9581**
)
For: **Method and System for Selecting a**)
Preferred Contact Center Agent Based)
on Agent Proficiency and)
Performance and Contact Center State)

INFORMATION DISCLOSURE STATEMENT

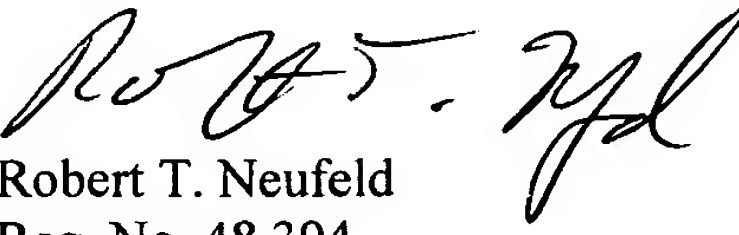
Mail Stop Amendment
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Sir:

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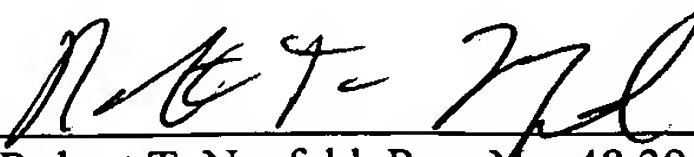
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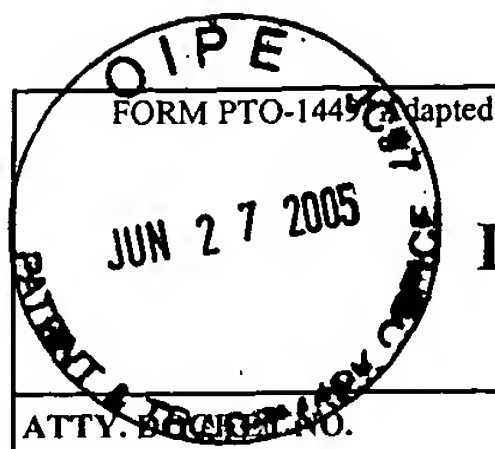
Respectfully submitted,


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K&S Docket: 07117.105015 US
3789500

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Robert T. Neufeld, Reg. No. 48,394



LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. REFERENCE NO. 07117.105015	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP 3629

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,513,308	4/30/1996	Mori, Toshiya	395	155	9/1/1993
	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
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	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.		
	AL						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AM	Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26
	AN	Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12
	AO	Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages
	AP	Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12
	AQ	

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.